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82-2729/4

7 December 1982

MEMORANDUM FOR: Deputy Director for Administration

FROM: Robert A. Ingram, M.D.  
Director of Medical Services

SUBJECT: OMS' Contribution to the DCI's Annual Report  
to Congress

REFERENCE: DD/A Memo dtd 17 Nov 82, Subject: DCI's  
Annual Report to Congress (DDA 82-2729/1)

1. The attached represents OMS' 1982 contribution to the DDA response to reference.

2. If you have any questions or require additional information, please call  Executive Officer, OMS,

Robert A. Ingram, M.D.

Attachment

This document becomes UNCLASSIFIED  
when separated from attachment

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Office of Medical Services  
Annual Report to Congress Submission

OMS 1982 Overview

1982 was a year of challenges and accomplishments for OMS. Pressure for expanded support in the selection and evaluation of applicants and operational support was felt throughout the year. This particular challenge was met not with a reduction in quality of services but with reapportionment of activities and resources and, in some instances, temporary curtailment of activities of a lesser priority.

etc. This represents a "tip of the iceberg" benefit of OMS computerized data base. Its future value and benefits will have a dramatic impact on future planning and direction of OMS activities. Critical space requirements, recruitment and selection of qualified and suitable OMS applicants, and program resources generally not concurrent with the time they were required plagued OMS throughout 1982. In spite of austere resources and expanded support requirements, OMS viewed 1982 as a successful year resulting from a fine OMS team effort with the support and cooperative efforts of the DDA.

I. PERFORMANCE HIGHLIGHTS IN 1982

The principal OMS accomplishment for FY 1982 was to deliver to the Agency the highest volume of applicant testing, assessment services, and medical evaluations in the history of OMS. In FY 82 there was a 58% increase of selection and evaluation activities performed by Psychological Services Division (PSD), Clinical Activities Division (CAD), and Psychiatric Division (PD). In addition to the increased applicant testing, PSD had a total 64% increase in all other testing categories, e.g., PETB, photo interpretation testing, etc.

A significant accomplishment of both PSD and PD was the undertaking of a comprehensive study of disaffected employees,

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important subtleties of applicant evaluations, and employees who were considered by the Applicant Review Panel. The ultimate goal of this study is to more clearly identify those factors that assist in selecting highly qualified and suitable employees for the Agency.

#### OPERATIONAL SUPPORT

In the area of operational support there was a 64% increase in training and operational medical support, both in CONUS and overseas. The Psychiatric Operations Division's (POD - formerly CCCR) major accomplishment was in crisis response training, training of foreign liaison officials in crisis management, and completing the development of a course in hostage negotiations. As well as

The Field Operations Division's ongoing effort in establishing rapport and a working relationship with the Operations Directorate accounts for the significant increase in both clinical operational support and training. Along with such traditional courses as cardiopulmonary resuscitation and first aid for employees, increasing emphasis is being given to first aid and combat medical care training in preparation for paramilitary (South America Task Force) activities.

#### HEALTH SUPPORT

In areas of health support, increased attention to preventive medicine and occupational health produced the following accomplishments:

- Creation and detailed analysis of a 17-year computerized data base including all medevacs from 1967 to present. This will be a continuing OMS resource.
- Completion of the medical aspects of the internal PHOEBUS analysis.
- Establishment of new OMS guidelines relating to such areas as hepatitis screening and prophylaxis; rabies, meningitis and malaria prevention; and special screening tests for G6PD and schistosomiasis.
- Analysis and resolution of over 100 occupational health problems, including many relating to chemicals, radiation, and noise.

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-- Delivery of 50 occupational medicine-related briefings to various Agency audiences.

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-- [ ] physicals were done versus [ ] in FY 81 -- 1.3% increase. In addition, programs such as 16 Clinical Conferences, three Health Education Lectures, three Breast Self-Examination Clinics, eight First Aid and CPR Courses, two Obesity Clinics, and one Anti-smoking Clinic were conducted.

-- The Overseas Alcohol Program Coordinator undertook Latin American and African regional TDY trips and the overall program coordinator completed the Supervisory "Alcohol Awareness" Training Program in the DDI. There was a 15% increase of total hours expended in clinical activity and a 58% increase of total hours expended for educational activity in FY 82.

#### INTERNAL OMS SUPPORT

In FY 82 the principal accomplishments for the internal OMS support functions were as follows:

-- Merger of the Plans and Support Staff, Registrar and Services Staff, and the Medical Systems Development personnel to form the new Registrar and Support Division. This enhanced both the vertical and horizontal communication channels. The merger was serendipitous -- OMS was met concurrently with a dramatic increase in support

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[ ] specific. The merger immediately reaped dividends and these new requirements, along with an increase of 5% traditional support requirements, were met.

-- Development of an appointment schedule and laboratory screening system, including automatic printing of daily schedules and labels, new laboratory worksheet forms, and improved data entry menus. The new system has cut down the man-hours spent by the file room in setting up preparatory forms, improved patient flow, enhanced quality control over data entry, and provided automatic tallies of appointment information so that the manual logs may soon be phased out.

-- Development of a MEDSIGN procedure written or modified to bring Dependent Processing online. SPD is now entering appointment and disposition information for dependents at Ames.

-- Development of data entry menus that will allow more data input in the same amount of time, resulting in a higher retrieval capability.

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## II. RELATIONS WITH CONSUMERS

OMS' selection and evaluation, health and internal support functions deal primarily with applicants, employees, and dependents. OMS' operational divisions support the Operations Directorate and other members of the Intelligence Community. Relations with our customers in these functional areas are excellent and the service has been responsive, efficient, and timely. One Intelligence Star, four monetary achievement awards and 98 letters of appreciation during 1982 attest to this statement.

## III. FUTURE RESEARCH AND DEVELOPMENT PLANS

The challenge which OMS will face in FY 83 is a continued growth in the Agency and requirements which will result in demands for increased services. While OMS' resource base will increase moderately, there will be continued emphasis in cost effectiveness and efficiency. The creative management concept will not only be continued but will be more vigorously applied to all OMS programs. Therefore, OMS' future research and development plans for 1983 are:

- Enhance OMS' plans and capabilities in providing operational medical support to the Intelligence Community.
- Provide high quality, readily available health support activities to employees and dependents, domestically and overseas.
- Review current medical orientation and training programs, refine existing programs, and develop programs to support the Agency mission.
- Further development of the Computer Assisted Medical Processing System (CAMPS) and determination of the feasibility of the Medical Audiovisual Information Network (MAVIN) and other advances in medical technical systems to transmit vital signs, e.g., blood pressure and EKG between bases, stations and Headquarters.

## IV. PRESENT AND PROJECTED RESOURCE NEEDS

If OMS is to keep pace with the growing Agency, it must develop a more effective inter- and intra-directorate coordination and planning policy. It must recruit qualified and suitable OMS applicants to fill positions becoming vacant due to retirements and resignations. Modernization and developing "state of the art" techniques and technologies in selection and operational functions must be OMS' primary goals. A method must be found to retain and have readily available cleared (Security/Medical) qualified and suitable OMS applicants so that surge requirements can be met

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without continually jeopardizing the quality and quantity of OMS Headquarters activities. OMS must plan and systematically develop and promote an Agency physical fitness program. The purpose of the program will be to develop a healthier Agency employee who can respond with a higher degree of success to unusual and stressful requirements. Development of an expanded regional medical system manned by one medical officer and one medical service officer in each divisional area overseas must be aggressively pursued. Although OMS' FY 82 program has received some funding and personnel increases, approval of OMS' FY 84 program is vital and will be required to meet our future goals. Finally, OMS must make a concentrated effort to work with and effectively support the DDA in its quest for all levels of resources that will be required to support the Agency's rebuilding efforts.